



THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

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April 7, 2003

BY E-MAIL AND  
FIRST CLASS U.S. MAIL

James Avery, Esq.  
Brown, Rudnick, Berlack, & Israels LLP  
One Financial Center  
Boston, MA 02111

Re: Berkshire Gas Company, D.T.E. 03-11

Dear Mr. Avery:

Enclosed is the Second Set of Information Requests by the Department of Telecommunications and Energy to Berkshire Gas Company regarding the captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., April 21, 2003.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel  
Hearing Officer

Enc.  
cc: Mary Cottrell, Secretary

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 03-11

**SECOND SET OF INFORMATION REQUESTS TO  
BERKSHIRE GAS COMPANY**

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The Department of Telecommunications and Energy ("Department") submits to Berkshire Gas Company ("Company") the following Information Requests.

**Requests**

- DTE 2-1      Please provide calculations of any potential penalty or offset amount for all SQ penalty measures in which the Company's performance fall within the relevant means and deadbands, if any.
- DTE 2-2      Please refer to the Company's Filing at §§ II-3, III-4. Does the number of consumer division cases include only residential customers? If not, please provide information for only residential customers.
- DTE 2-3      Please provide historical data for Accidents pursuant to G.L. c. 164, § 95.
- DTE 2-4      For each of the SQ penalty measures, please detail the initiatives the Company has implemented during 2002 to improve its performance.
- DTE 2-5      For each of the SQ penalty measures, please detail any conditions under which the Company operated during 2002 that may have influenced the results the Company achieved.